

ADA Grievance Procedures

Long

Americans with Disabilities Act Grievance Procedure

This grievance procedure is established to meet the requirements of the ADA. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Town of Signal Mountain.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, email address of complainant and location, date, and description of the problem. The ADA Complaint Form can be located on the Town's website under the government tab or at the following link: [ADA Complaint Form](#). Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted as soon as possible, preferably within 60 calendar days of the alleged violation to:

Sam Guin
Special Projects and Compliance Manager
ADA Coordinator
1111 Ridgeway Avenue
Signal Mountain, TN 37377
sguin@signalmountaintn.gov
(423) 886-2177 Ext. 214

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator will respond in writing, and where appropriate, in a format that is accessible to the complainant, such as large print, Braille, audio tape, etc. The response will explain the position of the Town of Signal Mountain and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Town Manager of the Town of Signal Mountain or his designee.

Within 15 calendar days after receipt of the appeal, the Town Manager, or designee, will meet with the complainant to discuss their complaint and possible resolutions. Within 15 calendar days after the meeting, the Town Manager, or designee, will respond in writing and, where appropriate, in a format that is accessible to the complainant with a final resolution of the complaint.

Short

Americans with Disabilities Act Grievance Procedure

Complaints concerning discrimination on the basis of disability by the Town of Signal Mountain may be sent to ADA Coordinator Sam Guin by mail at 1111 Ridgeway Avenue, Signal Mountain, TN, by email at sguin@signalmountaintn.gov, or by phone at (423) 886-2177 Ext. 214. The ADA Coordinator will contact the complainant within 15 calendar days after receipt of the complaint to discuss the complaint and will respond in writing within 15 days of the discussion.